

# FAQs

Frequently Asked Questions

# BURLINGTON ENGLISH®





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## ● INSTALLATION

### Q1 What are the minimum system requirements for installing BurlingtonEnglish?

#### A Student's Zone Minimum Hardware Requirements:

1. Free USB port
2. Free disk space:
  - Typical Home / Single Student Installation: 2.5 GB free disk space (Dependent on number of downloaded courses. Courses average 500 MB.)
  - Typical Classroom / Lab Multi-Student Installation: 10 GB free disk space (Dependent on number of downloaded courses. Courses average 500 MB.)
3. Processor – Intel Pentium 4 1.5 GHz
4. BurlingtonEnglish WebMic
5. Broadband Internet Connection
6. Minimum Screen Resolution – 1024 x 768
7. Microsoft Windows Operating System – Microsoft Windows XP (SP 3), Vista (SP 2), Windows 7, Windows 8

#### Teacher's Zone and Administration Zone Minimum Browser Requirements:

- Google Chrome (preferred)
- Internet Explorer 8.0 +
- Firefox

### Q2 What are the installation instructions for BurlingtonEnglish?

#### A

1. Plug in your **WebMic**.



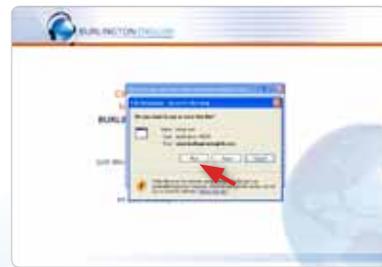
2. Open Internet Explorer and go to [www.BurlingtonEnglish.com/start](http://www.BurlingtonEnglish.com/start).



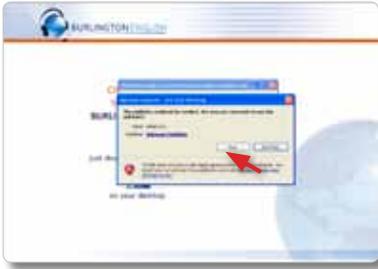
3. Click on the **Here** button.



4. Click on the downloaded file. Then click on **Run**.

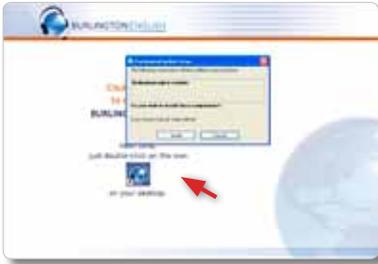


5. Click on **Run** again.

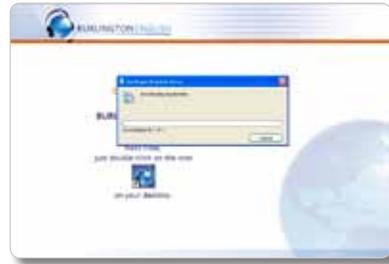


**Note:** Step 5 will only be encountered by some users. Users may also be instructed by the Windows operating system that the install can only be carried out by the administrator. In such instances they must choose the option "Run as administrator".

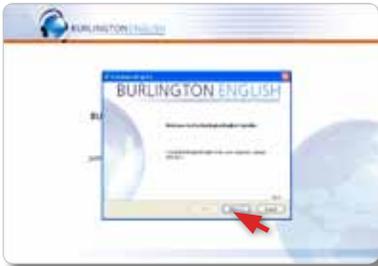
6. Click on **Install**.



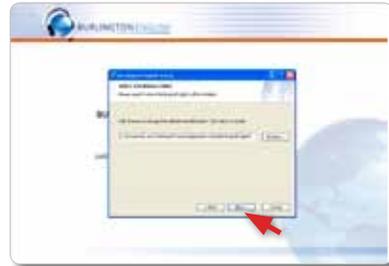
7. Wait for the download to complete.



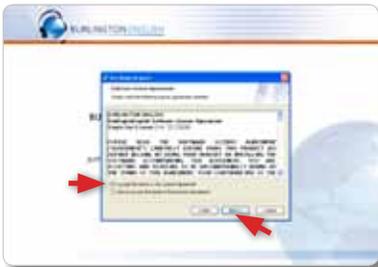
8. Click on **Next**.



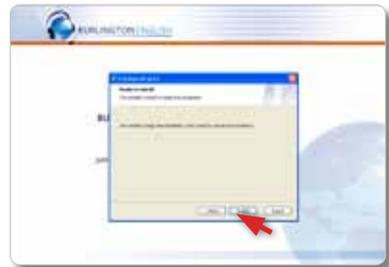
9. Click on **Next** again.



10. Choose "I accept the terms in the License Agreement". Then click on **Next**.



11. Click on **Install**.



12. Click on **Finish** to complete the installation.



13. Click on **Agree** to continue to run the program.



**Q3** What components are checked for and installed during the BurlingtonEnglish installation?

**A** The BurlingtonEnglish installer will automatically install, if necessary: DotNet Framework, Microsoft Visual C++ 2005 Redistributable Package and Flash plug-in for Internet Explorer.

**Q4** What permissions do I need on the computer I am installing on?

**A** Full read-and-write permissions are required for the destination folder on your computer.

**Q5** What do I do if there is a firewall on our network?

**A** If there is a firewall or proxy server, you will need to grant access to the BurlingtonEnglish.com domain and its subdomains.

BurlingtonEnglish servers include:

Web Servers	IP
www.burlingtonenglish.com	195.12.229.5
srv01.burlingtonenglish.com	195.12.229.5
srv02.burlingtonenglish.com	195.12.229.5
srv03.burlingtonenglish.com	80.239.197.35
srv04.burlingtonenglish.com	80.239.197.35
File Servers	IP
fs01.burlingtonenglish.com	195.12.229.7
fs02.burlingtonenglish.com	80.239.197.38

port 80 (HTTP) and 443 (HTTPS)

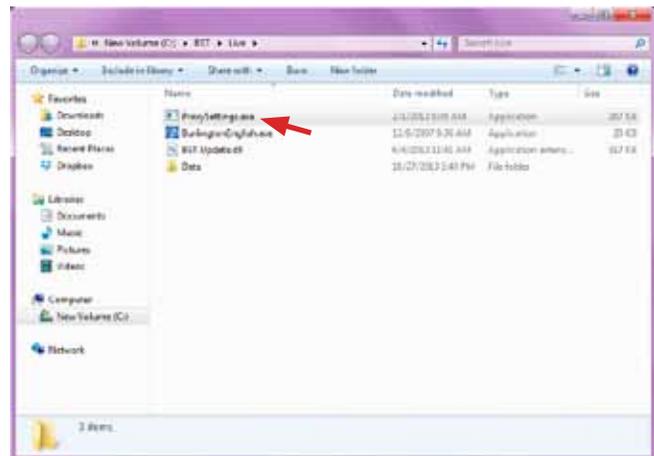
**Q6** What do I do if we have a proxy server on our network?

**A** If you are required to use a proxy server at your site, please follow the steps below:

1. Right-click on the desktop icon. 
2. Select **Properties**.
3. Click on **Open File Location**.
4. Run the **ProxySettings.exe**.

Enter your proxy settings (Host, Port) and optional Authentication. After saving the setting, a new file will be created called **proxy.dat**. Copy this file for installation on additional computers.

**Optional:** Please make sure the same settings are set in the Internet Explorer Proxy Settings.



**Q7** What do I do if we have Deep Freeze on our network?

**A** If you have Deep Freeze on your network, please follow the steps below:

1. Download the link: <http://download.BurlingtonEnglish.com>  
This is our full install that contains all the content.
2. Install it on the Main computer and “image” the BurlingtonEnglish folder.  
Don’t delete the BurlingtonEnglish folder from the computers in the Lab when the Deep Freeze process is running.

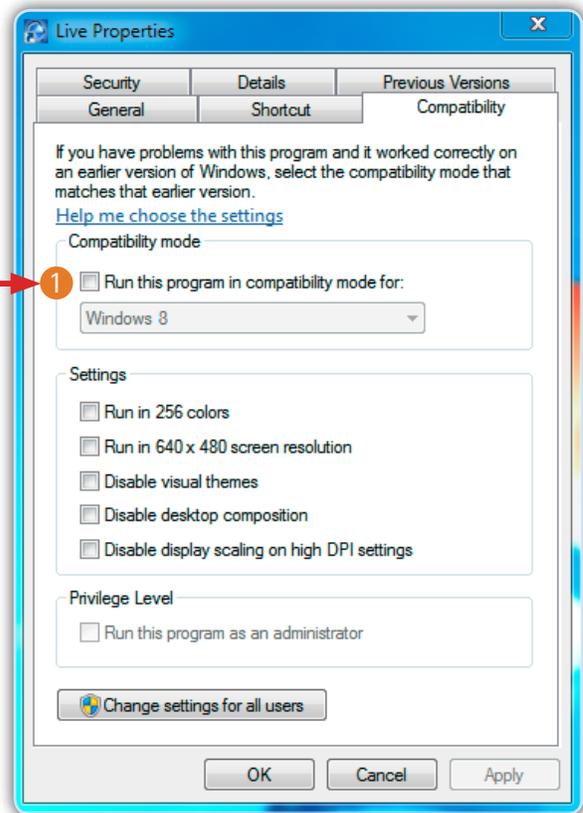
**Q8** What do I do if I receive the error message “Please check your Internet connection” even though I am connected to the Internet?

**A** A program or policy is preventing BurlingtonEnglish from accessing the Burlington servers. Please follow the relevant instructions for proxy and firewall.

**Q9** Is BurlingtonEnglish compatible with Windows 8?

**A** Yes. Please note, for optimal operation using Windows 8, make sure the compatibility mode box is unchecked. This is performed in two places:

1. a. Right-click on the desktop icon.   
b. Select **Properties**.  
c. Double-click on the **Compatibility** tab and make sure the box ① next to “Run this program in compatibility mode for:” is unchecked.
2. a. Right-click on the desktop icon.  
b. Select **Open file location**.  
c. Double-click on **Data**.  
d. Right-click on **BurlingtonEnglish**.  
e. Click on the **Compatibility** tab and make sure the box ① next to “Run this program in compatibility mode for:” is unchecked.



## ● REGISTRATION

### Q10 How does a student register?

A

1. Double-click the BurlingtonEnglish icon on the desktop. If there is no BurlingtonEnglish icon, go to [www.BurlingtonEnglish.com/start](http://www.BurlingtonEnglish.com/start) and follow the instructions to create one.



2. Insert your BurlingtonEnglish WebMic into one of your computer's USB ports.



3. When you launch the program, you will see the Login screen. Since you are a New User, click **New User?** Click **here**.



4. Enter your activation code. Then click **Next**.



5. Fill in your details and choose a username and password. It is very important to enter your mother tongue correctly. If your mother tongue is not on the list, choose "OTHER". Then click **Next**.



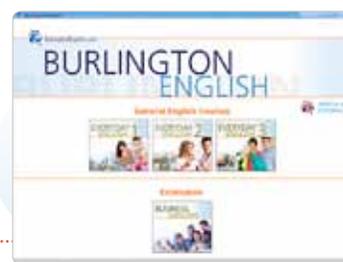
6. You **may** now be offered to choose Extensions. Pick the one/s most relevant to your course or career plans. Click **Next** when you are sure of your choice.



7. BurlingtonEnglish is now installed. Watch the short introduction which demonstrates how to get started.



8. You will now see your BurlingtonEnglish menu. Click on an icon to begin.



**Q11** Why am I receiving the error message “Invalid Activation Code”?

**A** You have not entered the activation code provided to you by BurlingtonEnglish. Please make sure you have entered the activation code correctly and that there are no typing errors. **Note:** the activation code is NOT case sensitive.

**Q12** Why am I receiving the error message “Used Activation Code”?

**A** The activation code you have entered has already been used.

**Q13** Why am I receiving the error message “Username is taken”?

**A** This username is already in use by another BurlingtonEnglish user. Please choose another username.

**Q14** Why am I receiving the error message “This code can only be used within the Administration Zone”?

**A** The user is trying to register with an Administration Zone activation code which is not valid for the Student’s Zone.

**Q15** Why am I receiving the error message “This code can be used only within the Teacher’s Zone or BurlingtonEnglish program”?

**A** A teacher is trying to register for the Administration Zone and is using an activation code from the Student’s Zone or Teacher’s Zone.

**Q16** Why am I receiving the error message “This code can be used only within the BurlingtonEnglish program”?

**A** The user is trying to register for the Administration Zone or Teacher’s Zone, and is using an activation code from the Student’s Zone.

**Q17** Why am I receiving the error message “This activation code has expired”?

**A** The subscription / seat associated with this activation code has reached its expiration date.

**Q18** Why am I receiving the error message “Activation Code limit has been reached”?

**A** The number of valid users for this activation code has been reached.

**Q19** Why am I receiving the error message “WebMic not found”?

**A** There could be a few different reasons for this:

- Check that the port being used by the WebMic is functional.
- Try a different port.
- Try restarting BurlingtonEnglish with the WebMic already inserted.

If the above solutions do not work, the WebMic may need to be replaced.

**Q20** Why, in the registration sequence, do I receive the message “Update Available”, and how do I proceed?

**A** This is normal and is not an error message. The update is actually part of the institution-specific registration and installation process. Please note that after confirming the update, you will be brought back once more to the login screen and you should log in using your username and password (not the activation code).

**Q21** Why am I receiving the error message “Update Failed”?

**A** This message indicates that there is a communication failure between the BurlingtonEnglish server and the destination folder on the workstation.

This message could be caused by:

- Proxy (refer to Question 6)
- Firewall (refer to Question 5)
- Permissions (refer to Question 4)
- Other network or workstation-specific security policies

## ● DOWNLOAD / OPERATION

**Q22** Why am I receiving a flashing red message “Downloading Advanced Speech Engine” in my local language?

**A1** For first-time users, or for users operating BurlingtonEnglish for the first time on a different computer, the system installs the appropriate speech engine for the student. This is a one-time event.

**A2** Your institution may have accepted an update of the application, including the Speech Engine. This will take a few minutes.

**Q23** Why, upon entering a BurlingtonEnglish course, does the student not see any content, sees partial content or receives a message “Please wait for the content to download. You can access the situations that have already been downloaded”?

**A** The content of the BurlingtonEnglish course is still downloading to the user’s computer.



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## ● WEBMICS AND SOUND

**Q24** How do I locate my WebMic ID?

**A** From the Student's Zone:

1. Enter the BurlingtonEnglish program with your WebMic connected. On any screen, click on the small BurlingtonEnglish "Globe" icon in the top left corner as indicated by the red arrow.
2. The 13-digit WebMic ID number shown must be included in all support questions.



From Registration / Login Screen:

In the top left corner of the gray strip, click on the words *Log In* ① and your WebMic information will appear ②.



**Q25** I am a teacher and I would like to demonstrate the Student's Zone in my class, but when I plug in the headset, the class cannot hear the sound. How can I fix this?

**A** From the Windows Control Panel, click on *Sound*. Make sure you are in the *Playback* tab. Select the speaker option that is NOT USB. Click on *Set Default* and then click *OK*.

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**Q26** Do the WebMics have to be assigned to each student, or can multiple students use the same WebMic?

**A** Multiple students can use the same WebMic; however, only one student can use his / her username and password.

**Q27** A student puts the WebMic on but cannot hear any sound. What are some possible reasons for this?

**Note:** Remember, if the blue light is on, then the microphone is operational.

**A1** The headset volume has been turned down.

To adjust the WebMic volume, click on the speaker icon, in the upper right corner of the screen next to the HelpSpots button.



**A2** The volume on the computer has been muted.

Check the volume settings on the computer. Make sure it has not been muted ①.

**A3** The WebMic is not working properly. To ensure that the issue is with the microphone and not the computer, plug the microphone into another computer to determine if it is working. If it is not, the WebMic may need to be replaced.

**A4** The speaker settings need to be adjusted. To check the speaker settings, from the Windows Control Panel, click on *Sound*. Make sure you are in the Playback tab. Select the speaker option that is USB. Click on *Set Default* and then click *OK*.

## ● PASSWORDS AND USERNAMES

**Q28** A student is attempting to log in to the Student's Zone, but the program will not allow them to continue. What are the possible issues that may cause this to happen and what are the solutions?

**A1** The student's account has not been activated.

Go to **Teacher's Zone ► Student Management ► Reset Login**. If the student's name is faded, then the student's account has not been activated. To double-check this, mouse over the student's name. If the student has not activated their account, the student's Activation Code will be displayed. Instruct the student to activate their account.

**A2** The student's username or password is incorrect.

If you know the student's username and password, attempt to enter it yourself. Make sure Caps Lock is not on. If you are not successful in entering the student's username and password, reset the password.

Some reasons why resetting a student's password may be necessary are: a student has forgotten their password, a student had Caps Lock on when entering the original password, or a student made a typo when entering the original password.

**Note:** To access the student's username, go to the **Teacher's Zone ► Student Management ► Reset Login**. Mouse over the student's name. If activated, the student's username will be displayed.

**Q29** How do I reset a student's password?

**A** From the Teacher's Zone, click on the **Student Management** tab and click on **Reset Login**. Select a student's name from the list and then click on **Reset Password**. A temporary password will be issued. This can also be done from the Administration Zone.

**Q30** How can I change my username or password for the Teacher's Zone?

**A** If you would like to change your username or password, please contact your administrator.

**Q31** Can I give all of my students the same username?

**A** No, usernames must be unique.

**Q32** Can I give all of my students the same password?

**A** Yes, but it is not recommended.

**Q33** Can a student change their own password?

**A** No. Only teachers and administrators can reset a student's password.

● **TEACHER'S ZONE**

**Q34** Why can't I see my students' exercise scores in the Teacher's Zone?

**A** Your students may not be completing the last step of the exercise. Instruct them to click the **Check** button (  ) on the lower right corner of the screen. This will submit the exercises for scoring.

**Q35** Why can't I see my students' pronunciation scores in the Teacher's Zone?

**A** Please instruct your students to complete **ALL** the speech practice in Words and Dialogue screens. This will ensure that the speech activities are submitted for scoring.

**Q36** Am I able to input grades from my students' other work into the BurlingtonEnglish program?

**A** No.

**Q37** How do I view student progress?

**A** Teachers can view student progress from the Teacher's Zone in the Student Progress tab. Students can view their own progress by accessing the Progress screen in the Student's Zone. (See Question 45.)

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## ● ADMINISTRATION ZONE

**Q38** Can I assign two teachers to the same class?

**A** No.

**Q39** Can I assign one student to two or more teachers?

**A** No. The student will appear in the class in which they were first registered only.

**Note:** Students can, however, be removed from a teacher's class and assigned to another class at any time.

## ● STUDENT'S ZONE

**Q40** What is the average time it takes for a student to finish an online lesson?

**A** It depends on the student and the guidelines set by the teacher. However, the suggested online hours for students using the Everyday English and English in America courses are:

### Everyday English 1, 2, 3

<b>Situations</b>	Part A: Listen and Speak  45-60 minutes	Part B: Read and Write  45-60 minutes	Extra Practice Words and Wordlist  25-30 minutes
<b>Review</b>	Module Review Words and Wordlist  90-120 minutes	Extra Practice  25-30 minutes	

### English in America

<b>Basic Online Situations</b>	6 Situation Tabs  90 minutes	Pronunciation Training Sessions Repeated Activities  30 minutes
<b>Additional Practice</b>	Personalized Wordlist Activities  30 minutes	Review and Further Practice  30 minutes

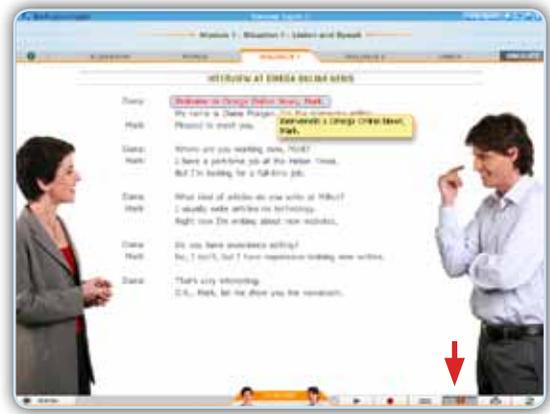
**Q41** Do students have to do the lessons in order?

**A** No, but they should complete one Module at a time to ensure effective learning. Additionally, students should complete an entire exercise in order to receive a score and feedback. If you would like to control the order in which students work, you can use the Control Access feature in the Teacher's Zone.

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**Q42** How can students view translations?

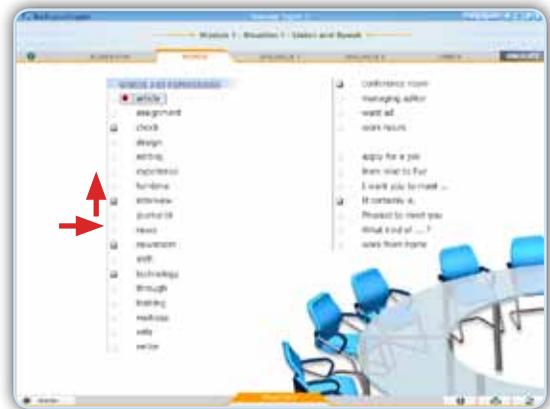
**A** There are two ways translations can be viewed. Students can click on the translation icon on the bottom right of the screen to activate the translation feature. They can also right-click on a word or phrase to see the translation.



**Q43** How do students add words to their Personal Wordlist?

**A** Words Screen

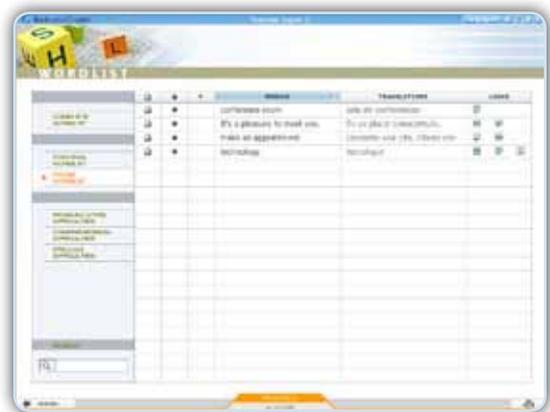
Click to the left of a word to highlight the book icon. This will place words in the student's Personal Wordlist. Students can also add words to their Personal Wordlist from the main Wordlist.



**Q44** How do students add words to their Focus Wordlist?

**A** Wordlist Index

Click on the bullet symbol in the second column of the Wordlist. Words with a highlighted icon will appear in the student's Focus Wordlist.



**Q45** How do students get to Student Progress?

**A** From the Student's Zone, the Course Menu ► Progress

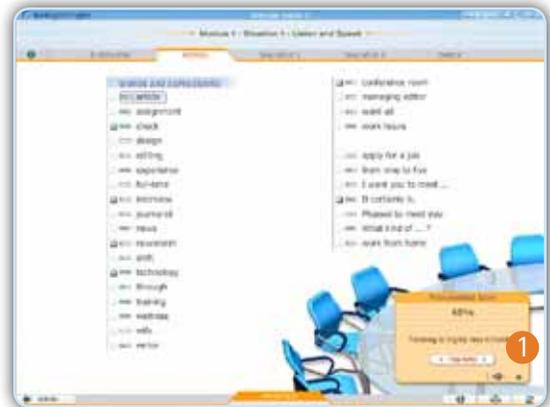
Here students can view their overall progress and their progress by Situation. They can also click on links to see their answers and scores.



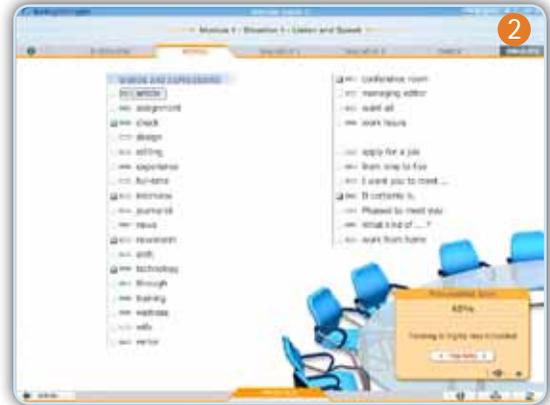
**Q46** When do students receive Pronunciation Training?

**A** Words / Dialogue / Role Play Screen

Students must complete all recordings on Speaking activities, such as Words and Dialogue, in order to receive a pronunciation score and to be offered pronunciation training ①.



**Note:** Teachers can demonstrate this screen without the need to complete all the recordings by logging in to the Student's Zone with the same username and password they use to activate their Teacher's Zone account. They should then click on the Simulate button ②.



**Q47** Where do students find Vocabulary Games and Activities?

**A** Wordlist Index

Click on the Practice tab at the bottom of the screen to access Activities, Quizzes and Games.



